GOVERNMENT OF INDIA
HEALTH AND FAMILY WELFARE
LOK SABHA

UNSTARRED QUESTION NO:4590
ANSWERED ON:12.08.2016
CGHS Empanelled Hospitals
Dhotre Shri Sanjay Shamrao

Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:

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(a) whether the Government is aware that in the Central Government Health Scheme (CGHS) empanelled hospitals are refering CGHS beneficiaries for admission/ bed in the situation of serious illness, whereas general patients get the bed at the same time easily;

(b) if so, the details thereof and the reasons therefor along with the number of complaints received in this regard;

(c) whether the Government has put in place any mechanism or established any authority/agency for addressing the grievances of such CGHS beneficiaries, if so, the details thereof and if not, the
reasons therefor; and

(d) the other remedial steps taken/ proposed to be taken in this regard?

Answer

ANSWER
THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND
FAMILY WELFARE
(SHRI FAGGAN SINGH KULASTE)
(a) & (b): There are some such complaints in respect of some hospitals empanelled under CGHS. Details of complaints against hospitals empanelled in Delhi/NCR under CGHS is at annexure:

Information in respect of other CGHS cities is being collected and will be laid on the Table of the House.

(c): Government has issued directions to the empanelled hospitals to display names of two Nodal Officers alongwith their contact details at the reception counter to assist/address the grievances of CGHS beneficiaries.

(d): The following remedial steps have been taken by the Government:

I. Issue of Show Cause Notice to hospitals against which complaints have been received.

II. (Penalty of 15% of the performance Guarantee imposed on hospitals on violation of provisions of MoA.

III. Warning letters issued to erring hospitals.

IV. As per the Memorandum of Agreement signed with hospitals CGHS can inspect hospitals at any time and in the event of repeated default there is a provision for removal of hospitals from CGHS panel.